

Los Alamos National Laboratory (LANL)

Business Management Training

Overview

Los Alamos National Laboratory (LANL), located in Los Alamos, New Mexico, offers a course in its Quality and Leadership Management Training Program. That course is described in this section.

Also, LANL has developed an automated training evaluation process. The automated evaluation process is described in this section and samples of the evaluation form being used as well as two sample reports are provided.

Quality and Leadership Management Training Program

Overview

The Training and Development staff is committed to the mission of individual productivity and organization performance improvement and believes that the most important resources at the Laboratory are the human resources. Our group provides skill development opportunities needed by the Laboratory workers to perform successfully in a rapidly changing work environment. Changes in technology, service standards, direction, and administrative systems drive the need to build skills and acquire knowledge. The magnitude of the change in our workplace means modifying not only what we do but also the way we do things. As we become a customer-focused, unified organization, our training is keeping pace by integrating continuous quality and process improvement principles, business operations, and skill development. The Quality and Leadership Program offers support to leaders as they assume roles of champions for developing effective teams with business accountability.

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Quality and Leadership Management Training Program,

Continued

**Course
Available**

Course Title:

**Budgeting, Property, and Procurement in the Laboratory
Context**

Description:

This course introduces LANL leaders to the basic of budgeting, property, and procurement at the Laboratory. The course covers such topics as the funding process, types of funding, terminology, planned charges for FY96, managerial property responsibilities, property audits and reviews, and the Laboratory procurement process and how to make it work for you. Through presentation of conceptual and functional information, managers understand budget terminology and budgeting as well as property and procurement policies and procedures. Some benefits of this course include the following:

- Enhanced understanding of the budget process and an understanding of available tools to assist in making informed management decisions
- Administrative and fiscal efficiencies in the organization
- Better understanding of property policy and procedures to improve Laboratory standing and individual accountability
- Improved communication between organizations and supporting Business Operations Division personnel
- Increased understanding of the Laboratory's procurement process

Audience:

All Laboratory leaders

Length:

Four half-day session (16 hours)

Automated Training Evaluations

Overview

During the past year the Testing and Evaluation Office has centralized and automated the training evaluation process.

We have developed a standardized, scannable, end-of-course evaluation form. Questions on the form cover the areas of course design, student relevancy, and quality of instruction. Reports on course statistics are created for each session. Quarterly reports giving summary statistics on course and instructor ratings have also been created. A sample of the evaluation form and reports are included here.

To develop this capability, it was necessary to purchase an NCS scanner and the software that drives it, Scantools. In addition, we own software that allows us to design our own forms (Design Expert) and send them to the NCS forms plant, thus saving development costs charged for each new form. To create the reports for both surveys and evaluations, we program Microsoft Access and Corporate Pulse.

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Automated Evaluation Services Offered to Others

Now that we are set up to process course evaluations quickly and efficiently, we are offering our services to other government facilities. To provide the service we would charge a standard of one hour of labor per course processed, at a rate of 42.50 per hour. This rate assumes that you are using a standardized form like the one that is included here. If you want to purchase the forms, they run about \$90.00 per package of 500 forms. They can be supplied by us or purchased directly from NCS.

We are able to develop forms specific to your needs but would have to charge for the time it takes to create it. It generally takes from four-to-eight hours to create a form, depending on the length and detail of the form.

We are also happy to share information and “lessons learned” with anyone who is considering setting up this process within their organization.

Automated Training Evaluations, Continued

Sample
Training
Evaluation
Form

Automated Training Evaluations, Continued

Sample
Course
Evaluation
Report

Automated Training Evaluations, Continued

**Sample
Instructor
Evaluation
Report**

